

**PRACTICE ASSISTANT ROLE DESCRIPTION**

**Title**: Practice Assistant

**Reports to:** Practice Manager

**Based at:** Rutland House Counselling & Psychotherapy Ltd, 7 Bowling Green Street, Leicester, LE1 6AS

**Hours:** Wednesday & Thursday 8.30am-5pm, Friday 8.30am-12.30am (20 hrs)

**Salary:** £22,00 - £27,000

**Job purpose**: To assist with the day to day running of RHCP

**Key responsibilities and accountabilities:**

1. Answer phone calls and take messages appropriately
2. Take payments via card machine or over the phone
3. Receive and direct visitors and clients with a professional, friendly manner
4. General administration duties
5. Maintain electronic filing systems
6. Prepare and modify documents including monthly newsletter and agendas for meetings as well as taking minutes of meetings and distributing to the practice team
7. Direct incoming correspondence to the correct member of the team
8. Maintain office supplies
9. Keep practice clean and tidy, daily checking of rooms
10. Communicate with therapist teams
11. Assist with marketing strategies and projects, social media campaigns
12. Assist with co-ordination of company events